

TENANT INFORMATION PACK

PROPERTY ADDRESS:

PROPERTY ADMINISTRATOR:

HOUSING OFFICER:

	GAS	ELECTRICITY
SUPPLIER:	British Gas	British Gas
PREPAY OR BILLS:	Bills	Bills
METER LOCATION:	Kitchen	Hallway Cupboard
STOPCOCK:		



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ELLIOTLEIGH PROPERTY MANAGEMENT LTD CONTACT DETAILS

OFFICE HOURS

Elliot Leigh Property Management Ltd office is open 9am – 5.30pm Monday to Friday.

WEBSITE

www.elliotleigh.com

REPORT A REPAIR

www.elliotleigh.com/report

EMAIL

info@elliotleigh.com

OFFICE NUMBERS

Customer Service: 0208 983 4444

Out of Hours Emergency: 07817 031587

OFFICE LOCATION

728 – 730 Eastern Avenue, Ilford, IG2 6PE

By Tube: Newbury Park Tube Station, 10 minute walk to office



USEFUL NUMBERS

EMERGENCY

Police Tel: 999

Fire brigade Tel: 999

Ambulance Tel: 999

Non-emergency crime Tel: 101

National Grid (Gas emergency) Tel: 0800 111 999

UTILITIES SUPPLIERS

National Grid (Gas emergency) Tel: 0800 111 999

British Gas Tel: 0800 048 0202

EDF energy Tel: 0800 096 9000

EON Tel: 0845 052 0000

N Power Tel: 0845 070 4851

Scottish Power Tel: 0800 027 0404

Southern Electric Tel: 0800 980 2475

Thames Water Tel: 0845 9200 888

LONDON BOROUGHS

Tower Hamlets Tel: 0207 364 5000

Hackney Tel: 0208 356 3000

Newham Tel: 020 8430 2000

Redbridge Tel: 0208 554 5000

Waltham Forest Tel: 0208 496 3000

Barking & Dagenham Tel: 0208 215 3000

Havering Tel: 01708 434343

PROPERTY REPAIRS & FAULTS

GENERAL REPAIRS AND FAULTS

Repairs should be reported online at www.elliotleigh.com/report

You can also email a repair request to repairs@elliotleigh.com

Please include your name, property address, contact details, location of repair, description of repair and provide photos where possible.

Before reporting a repair, please check that you cannot resolve the issue yourself by referring to the **Tenant Guides** that can be found on this webpage.

EMERGENCIES

If there is an emergency at your property, ElliotLeigh must be contacted immediately as well as the relevant emergency service so the problem can be addressed quickly and the correct action taken.

The emergency number to call during office hours is **0208 983 4444**.

The emergency number to call outside of office hours is **07817 031587**.

FOR EMERGENCIES OUTSIDE OF OFFICE HOURS

1. Call emergency number on **07817 031587**.
2. Leave your name, telephone number, property address and description of emergency.
3. You will receive a call back to decide the immediate action to be taken.

IN CASE OF GAS EMERGENCIES (INCLUDING CARBON MOXIDE DETECTOR ALARM SOUNDING)

1. Turn off gas supply.
2. Call Cadent on **0800 389 8000**.
3. Open all doors and windows to expel gas.
4. Put out naked flames.
5. Don't smoke.
6. Don't turn on electric switches.
7. Wait for an engineer from national grid to attend.
8. Call emergency number on **07817 031587**.

IN CASE OF FLOODS

1. Turn off water using stop-cock.
2. Call emergency number on **07817 031587**.

IN CASE OF ELECTRICAL FAILURE

1. Call your electric supplier.
2. Call emergency number on **07817 031587**.

PRIORITY REPAIR SCHEDULE

ElliotLeigh always endeavour to respond to repairs in accordance with the below timescales.

Priority 1 (Emergency): 24 Hours

Priority 2 (Urgent): 7 days

Priority 3 (Non-Urgent): 28 days

HEALTH and SAFETY

Electrically Powered Personal Vehicles such as e-bikes and e-scooters (including charging leads and batteries) are not permitted anywhere on the premises.

WHAT IS REQUIRED OF YOU THE TENANT

ALLOW ACCESS FOR INSPECTIONS / REPAIRS

We are required to inspect your property on a regular basis. Prior to any inspection we will contact you by telephone, Text or letter to arrange a suitable time.

You must allow us access to the property to carry out inspections/Repairs and you must not miss a pre-arranged appointment, if you do miss a pre-arranged appointment you may be charged.

NOT TO KEEP PETS

No pets are allowed to be kept in the property. This is stated in your tenancy agreement.

DO NOT MAKE CHANGES TO THE PROPERTY WITHOUT PERMISSION

Should you wish to make changes to the property you must first request permission from ElliotLeigh, below are examples of items you must seek permission to change. If you are authorised to change the below items you will be required to pay a deposit of £25.00 for each item / room, this will be returned when you leave the property.

- Decorating
- Changing curtains
- Installing pictures / TV's / shelves / etc on walls
- Installing satellite dishes

PAY BILLS

As a tenant you are responsible for paying the below bills:

- Gas
- Electric
- Water rates
- Council tax
- Telephone / broadband

LOOK AFTER THE PROPERTY

You must ensure that you look after the property and gardens.

Properties must be kept clean and tidy.

Windows and curtains should be cleaned on a regular basis.

Grass must be cut on a regular basis (at least every 2 weeks during summer months)

Garden vegetation / shrubs must be cut back and not allowed to become overgrown.

ABIDE BY THE RULES OF YOUR TENANCY AGREEMENT

It is important that you observe the below terms and conditions of your tenancy agreement. Failure to abide by these obligations may result in further action taken against you by the landlord or the council.

1. No more than the permitted number of people can live at the property.

2. You must not make excessive noise or a nuisance or allow other members of the household or visitors to make excessive noise or cause a nuisance.

3. You must pay all water, gas, electric, council tax and phone bills.

4. You must not keep pets at the property.

5. You must keep the property including the garden in a good and clean condition.

6. You must not cause damage to the property and you must immediately repair any damage that is caused.

YOU WILL BE CHARGED FOR ANY DAMAGE CAUSED BY ANY MEMBER OF THE HOUSEHOLD OR A VISITOR.

7. You must not carry out illegal activities in the property.

8. You must report repairs to the ElliotLeigh immediately.

9. You must allow access to ElliotLeigh when requested.

10. You must ensure that when you move out:

a. The property is left in clean condition

b. All belongings / rubbish are removed

c. The garden is tidy with vegetation / grass cut back

d. All bills are paid

e. Any damage is repaired

f. No items are missing

ADDITIONAL INFORMATION

FURNITURE

We are only required to provide a fridge freezer and cooker.

Any furniture left in the property is left as good will and must not be removed unless this has been authorised by the office.

If these items of furniture or your washing machine break during your tenancy will are not responsible for repairing or replacing these.

You are still responsible for ensuring that these items are looked after whilst you live at the property.

COMPLAINTS

Elliot Leigh is committed to improving the quality of service to our customers and welcome any feedback you may have to help us do this.

Should you wish to make a complaint please write to us, email us or request a customer complaints form, we will then respond within 14 days.

LOCAL INFORMATION

You will be provided with information relating to the local area of your new home.

MOVING OUT

When you have been informed that you will be moving out of the property you must contact us as soon as possible so a convenient time can be booked to arrange a 'check out'. When you move out you must ensure:

1. Any damage to the property caused by you has been rectified including excessive wear & tear. **YOU WILL BE CHARGED FOR ANY DAMAGE DONE TO THE PROPERTY THAT HAS NOT BEEN RECTIFIED.**
2. The property has been thoroughly cleaned.
3. Rubbish / personal belonging have been removed from the property and gardens.
4. No Items are missing from the property.
5. All bills have been paid and you have informed the supplier you are moving out and no debt has been left on the meter.

ITEMS YOU ARE RESPONSIBLE FOR IN THE PROPERTY

As a tenant you are responsible for certain items in the property, these include:

- Blocked sinks / baths / toilets caused by tenant misuse.
- Changing locks / cutting additional keys due to lost keys.
- Damaged caused by the tenant or visitors.
- Clearing gardens should they become over-grown.
- Removal of tenant owned furniture.
- Changing light bulbs.

PLEASE NOTE THAT YOU HAVE AN OBLIGATION UNDER YOUR TENANCY AGREEMENT TO KEEP THE PROPERTY IN A GOOD CONDITION AND FAILURE TO DO SO COULD RESULT IN YOU BEING EVICTED FROM THE PROPERTY AND THE COUNCIL DISCHARGING DUTY AGAINST YOU.

You will also be responsible for rectifying all damages caused to the property, including drawing on walls, failure to clean ovens, failure to cut gardens, holes in doors, etc.

UTILITY INFORMATION

Gas – <https://findmysupplier.energy>

Electric – <https://www.ukpowernetworks.co.uk> – Search Find my supplier.

Council Tax – <https://www.gov.uk/pay-council-tax>

Water – <https://www.water.org.uk/customers/find-your-supplier>

Company	Website/Email	Telephone number:
British Gas	www.britishgas.co.uk	0333 200 7788
EDF	occ_contactus@edfenergy.com	0333 200 5100
E. ON	hi@eonnext.com	0808 501 5200
Octopus (Shell Energy)	hello@octopus.energy	0808 164 1088
Ovo Energy (Boost Power)	hello@ovoenergy.com	0330 303 5063
Scottish Power	contactus@shellenergy.co.uk	0345 270 0700
Utilita	customerservices@utilita.co.uk	0345 206 8777

TIPS FOR YOUR NEW HOME

AVOIDING CONDENSATION

Condensation is a result of warm wet air meeting a cold surface. You can avoid condensation build up by:

- Not blocking air-vents.
- Keeping kitchen windows open and the door shut when cooking and for at least 60 minutes after.
- Keeping bathroom windows open and the door shut when bathing and for at least 60 minutes after.
- Keep window vents open at all times.
- Do not dry your clothes on any radiators or heaters.
- Do not place furniture or other items in front of radiators.
- Ensure mechanical ventilation is switch on.
- In the winter months keep the heating on constantly at a low temperature.
- Do not place furniture against external walls.

SAVING ENERGY

The below tips provide advice on how to reduce energy bills:

- Set you heating up on a timer.
- Make sure radiators are not obstructed by furniture or curtains.
- Keep curtains drawn at night.
- Use energy efficient light fittings.
- Turn appliances / chargers off at the socket when not being used.
- Ensure lights are turned off when leaving a room.

SPARE KEYS

When you receive a set of keys we advise that you get a spare set cut and keep these safe with a friend or family member. We will not change locks or provide a locksmith service.

If you borrow a set of keys off ElliotLeigh you will be asked to leave a deposit of £10.00 per key and £20.00 per fob which will be returned when you hand back the keys.

SAFETY IN THE PROPERTY



- Please ensure you check the smoke alarms and CM detectors every week.
- Please keep the communal areas clean and tidy.
- Do not block fire exits and escape routes.
- Do no overload power sockets (e.g. 1 socket per plug)
- Do not smoke in the property.
- Keep fire doors shut.

INSURANCE

We would recommend you take out adequate contents insurance for your belongings in the property.

MAINTENANCE TIPS

BOILER NOT WORKING

1. Check your gas supply – is your meter topped up with credit?
2. Check your thermostat is turned up.



3. Check your boiler is switched on.
4. Check the pressure on your boiler. The pressure should be between 1-2 Bars.



ELECTRICS TRIPPING FUSE BOARD



1 – Check the fuses are in the up (on) position.

2 – If a fuse is down (off) this is the circuit that is tripping.

3 – Unplug or turn off all appliances on that circuit and plug back in and / or turn back on one at time.

If the fuse trips after an appliance is plugged back in or turned on then it is likely that appliances is causing the issue and will need to be repaired.

BLOCKED TOILETS/SINKS/BATHS/SHOWERS

To avoid blockages:

- 1 - Do not allow food or fatty oils to be put down the sink
- 2 - Do not put excessive items down the toilet (nappies, sanitary towels, baby wipes, ear buds, etc)
- 3 - Pour bleach and boiling water down the plugs on regular basis or if the sink is running slowly or has a bad smell.

If you do have blockage you will need to dry and clear this yourself initially:

- 1 - Check there are no items stuck causing the blockage
- 2 - Use a plunger to clear the blockage
- 3 - Use a drain u-blocking chemical to try and clear the blockage.

If it is found that excessive items or food / fat are in the sink you will be responsible for the cost of clearing this.

BLEEDING RADIATORS

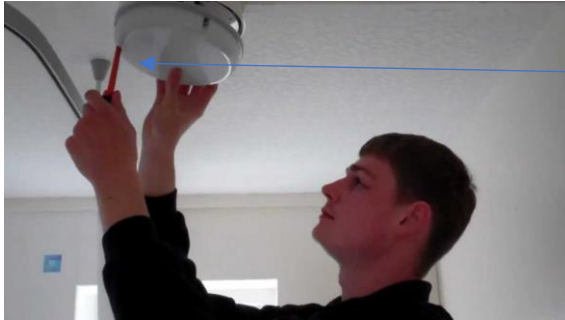
You'll need to use a key like the one below when bleeding a radiator – these can be bought from a hardware store.



1. Insert key install end of radiator.
2. Place cloth or cup under the radiator.
3. Slowly and gently turn the radiator key until you hear air coming out.
4. When water appears turn the key in the opposite direction to stop the water and air.

CHANGING LIGHTBULBS

Tenants are responsible for changing light bulbs in properties. Some properties have enclosed light fitting in bathrooms where the cover needs to be unscrewed to change the bulb.



A Bathroom light fitting normally has 3 screws to remove from the cover to change the bulb.



The bulb needed for these light is a 16w 4pin 2D Lamp shown to the left.

HOW TO REDUCE CONDENSATION IN YOUR PROPERTY

1. If you have a washing machine or tumble dryer in your property, ensure that it is vented correctly. From just one load of washing two litres of water is emitted into the air.
2. Where possible, try to dry clothes outdoors to prevent excess moisture escaping into your property. If you have no choice but to dry clothes inside we would always advise that you open your doors or windows in these rooms.
3. When cooking, boiling a kettle, taking a shower or bath, ensure that your kitchen or bathroom door are kept closed to prevent steam going into colder rooms which will cause condensation to form.
4. When cooking ensure that you cover your pans with a lid to reduce moisture. Also ensure that you have opened a window or you are using an extractor fan if you have one fitted. Don't turn off the extractor fan or close the window as soon as you finish cooking - leave it open for 15-20 minutes afterwards to clear the air.
5. Similar to when cooking in the kitchen, when you are taking a shower or a bath ensure that you turn on an extractor fan or open a window to get rid of the steam that is created when running warm water in a cold environment. This will help reduce the amount of condensation that appears on your bathroom windows but won't eliminate the problem.
6. Portable gas bottles and paraffin heaters produce a lot of moisture, along with a lot of toxic fumes. Not only is this form of heat causing excess condensation in your property, it is also a health and safety hazard and is stated in most tenancy agreements as not allowed in rented flats.

7. Many families have house pets and plants which produce moisture. Make sure you cover fish tanks and if you are suffering from excess condensation look to move your plants outdoors.
8. If you don't have an extractor fan in your bathroom or kitchen then make sure that you wipe down the surfaces in the bathroom and kitchen when you have been cooking or taking a shower to remove any moisture that has settled on the surface. This excess moisture that sits on the surface will quickly turn to mould which is difficult to completely remove.
9. Do not overfill your bedroom wardrobes and kitchen cupboards. With lack of ventilation and trapped warm air your overfilled cupboards are a breeding ground for mould as the air is not able to circulate freely inside.
10. For the same reason as above, make sure that your furniture is at least 50mm away from the surrounding walls so that air can move around the property. Also try to put wardrobes against internal walls in your bedroom which will be less cold than external walls.
11. Ensuring an adequate amount of heating in your property will improve the internal temperature of surfaces in the house and reduce the likelihood of condensation.
12. If you use a room on a regular basis, such as a living room, open a window slightly to improve the ventilation in the room. Breathing is a major cause of condensation so this will help to improve the ventilation in your property.
13. Double glazing, loft insulation and draft proofing will help to reduce the amount of heat that is lost from a property. Installing insulation will help to keep the temperature of the surfaces inside your property high.
14. Adequate ventilation is essential to allow the moisture to escape from a property before it turns into condensation. Installing an energy-efficient extractor fan in the kitchen and bathroom can improve the humidity levels and prevent condensation.

DATA PROTECTION AND GDPR

Whilst you are a tenant in one of our properties, we keep your contact details, so that we can provide you with our services. As a property management company, we have legal and contractual responsibilities to do this and we do not have to ask for your consent. However, we take our role as a data controller very seriously and only collect what information we need to deliver your contact, we only keep it as long as we need it and we do not share it, unless it is necessary to discharge our contractual, legal and professional obligations. We have secured our data from unauthorised access. We have further information on this topic in our 'Data Protection Policy' and our 'Tenancy Privacy Notice', both of which are available on request from: info@elliotleigh.com